

# Electric Utility Goals

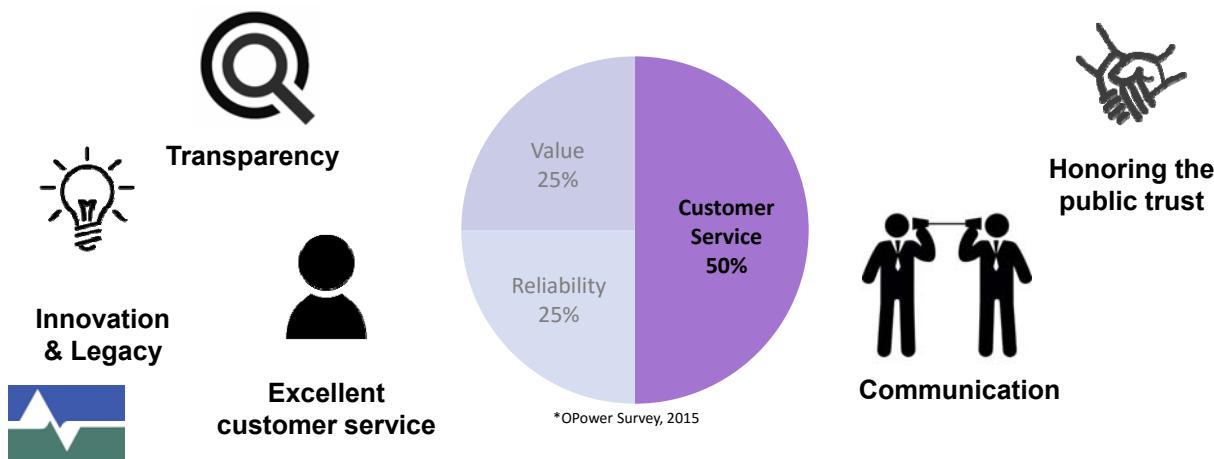


OCTOBER 27, 2016

GRETCHEN STANFORD • DIRECTOR

LOVELAND UTILITIES COMMISSION & FORT COLLINS ENERGY BOARD  
SPECIAL JOINT MEETING

## Shifting Our Focus as a Utility





## Strategic Planning

■ **Timing:** first ever, begin sometime in 2017

■ **Expected Outcomes:**

1. Align our strategy with the budget
2. Identify major future challenges
3. A change in how management makes decisions
4. A consistent message about what we do and why we do it
5. A step by step plan for our initiatives
6. Agreement and buy-in of what our products and services are and should be
7. Better understanding of what our customers already think of us
8. Include IT Roadmap and technology as a priority



## Utilize Existing & New Technology

### Who is our competition?

- **Increasing Efficiency:** *IT Roadmap* - use existing tools we have already invested in, asset management, aging infrastructure, O&M
- **Customer Resources:** online billing, notification for high bills, educate customers on energy use, drive towards self service web tools, marketing programs through billing system, understanding your bill, outage management, how to use social media to communicate with your utility
- **Smart meters:** key accounts pilot program, energy profile optimizer, where do we go from here?, how do they impact distributed generation rates?
- **Electric Vehicles:** charging stations, impact on the grid, how to implement effective rates
- **Renewables:** be competitive with the private sector, cover costs



Lets go invent  
tomorrow instead of  
worrying about what  
happened yesterday.

Steve Jobs

## Staffing & Reorganization

CHANGE BRINGS  
OPPORTUNITY.

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### Possible Changes within the Organization:

- **Retention:** training, providing supervisory skills, meeting employee needs, increase technology, provide growth opportunities, salary comparisons
- **Succession Planning:** Knowledge Transfer Program
- **Millennials:** innovation and flexibility, finding creative solutions to attract them
- **Essential Employees:** emergency planning, managing expectations
- **Increase staffing:** meet our customers needs, meet development and growth
- **Efficiency:** meet internal needs, more collaboration, increase resources



## Continue 4 City & PRPA Collaboration

### WHAT WE ARE ALREADY DOING WELL?

1. IGAs already in place
2. Efficiency Works Home & Business, consumer products, Larimer County Conservation Corps, iEnergy, Integrated Resource Plan, community solar, program measurement and evaluation
3. Staff meetings – E&O and Key Accounts
4. Drive Electric Northern Colorado

### IS THERE MORE TO COME?

1. Call center collaboration?
2. Broadband?
3. Customer Information Systems?
4. Demand Response?
5. Economic Development?



“ALONE WE  
ARE SMART.  
TOGETHER WE  
ARE BRILLIANT.”  
- STEVEN ANDERSON, EDUCATOR

## Questions

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